

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT MANAGER SENIOR (1 Position) - Solutions Delivery and Support Manager
supporting the Department of Intellectual and Developmental Disabilities

Job Summary: Under direction of the Executive IT Director within Strategic Technology Solutions, supporting the Department of Intellectual and Developmental Disabilities, the Solutions Delivery and Support Manager is responsible for leading a team of Customer Focused IT professionals who focus on IT Business Solutions Delivery and Support, Custom Software Application Development, Related Server Configuration and Support, Business Intelligence and Data Warehousing, Disaster Recovery, and Access Management for agency customers served.

Responsibilities:

- Maintain a team of Customer Focused solutions delivery, application development and support, access management, and other information systems staff
- Make hiring recommendations, evaluate subordinate staff skills, creating work and training plans for subordinates, coordinate coverage and approve time worked and time off using the State's system
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies
- Deliver and support innovative IT Business Solutions using delivery best practices, procedures, naming conventions, reusable code, and design patterns, with Microsoft products (ASP.Net, .Net Core, Angular, SQL Server, CRM, SharePoint, SSIS, SSRS, SSAS) in an Agile SDLC
- Support all applications for the agency customer including Cloud, COTS (Microsoft Dynamics CRM and Microsoft SharePoint), as well as custom developed applications
- Collaborate with the State Enterprise Teams to respond to requests for service and access management, support server administration efforts, and develop/test/implement disaster recovery planning for all supported agency systems
- Work with State Information Security Staff to develop, maintain, and verify secure IT Business Solutions are available for users to access ePHI, PII, and other protected information, always making sure State and Federal requirements are met
- Work with project managers to analyze project size/scope, estimate and manage resource allocation, and successfully implement small to large projects
- Communicate status of responsibilities and projects with management, peers, subordinates and customers via clear verbal and written mediums
- Professionally interact with Senior and Executive Level Leadership on a routine basis.

Minimum Qualifications: Bachelor's degree in an IT related field and five years of IT management and supervisory experience. Relevant professional information technology experience may be substituted for the required degree.

- Must be knowledgeable and willing to keep up-to-date about current Microsoft Information Systems technologies, Information Security, and other Information Systems technology trends
- Five years prior experience managing/supervising a team of IT professionals delivering and supporting IT Business Solutions
- Prior experience with individual performance management process
- Excellent time management, organization, prioritization, interpersonal, written, and verbal communication skills
- Comfortable interacting with various levels of leadership and coworkers

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT MANAGER SENIOR (1 Position) - Solutions Delivery and Support Manager
supporting the Department of Intellectual and Developmental Disabilities**

Preferred Qualifications:

- 10+ years of solutions delivery, information security, and application support experience
- Experience with the latest Microsoft technologies
- BS/MS in Computer Science (or equivalent)
- Experience managing budgets and resources
- Prior government experience is a plus

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Customer Focus
- Total Work Systems
- Command Skills
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer. This position requires a criminal background check. Therefore, you may be required to provide information about your criminal history in order to be considered for this position.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.